

JASON CROW  
6TH DISTRICT, COLORADO  
  
WASHINGTON OFFICE  
1229 LONGWORTH HOB  
WASHINGTON, D.C. 20515  
(202) 225-7882  
  
DISTRICT OFFICE  
3300 S. PARKER ROAD, SUITE 100  
AURORA, COLORADO 80014



Congress of the United States  
House of Representatives  
Washington, DC 20515

July 25, 2022

The Honorable Charles P. Rettig  
Commissioner  
Internal Revenue Service  
1111 Constitution Avenue, N.W.  
Washington, DC 20224

Dear Commissioner Charles P. Rettig:

I write regarding the Internal Revenue Service's (IRS) Taxpayer Advocate Service (TAS), a critical resource as my office helps constituents navigate the tax code. As the IRS continues to manage its backlog, it is critical that the TAS improve its service standards so that constituents can continue to receive timely assistance on the serious issues they have with their returns.

When constituents reach out to my office asking for help with the IRS, caseworkers rely on the TAS to provide answers and solutions. With the assistance of the TAS, my office has coordinated the return of millions of dollars into the hands of constituents - much of it in the form of tax refunds. The TAS has helped constituents in dire financial straits who could not afford a delay in their tax refund, as well as those at risk of losing their home or their business. The work that the TAS does in answering congressional inquiries is invaluable.

As my office continues to help constituents process their returns, my team has heard concerns about the TAS's delays and outdated communications tools. The majority of the constituents my office helps have turned to my office as a last resort after waiting months or years for IRS assistance. They have not had success reaching the IRS or the TAS by phone, and experience processing times of upwards of 8 weeks for even the simplest cases. According to the TAS Midyear Report, complicated cases like amended returns or identity theft can take over a year. In the midst of the COVID-19 pandemic and high inflation, many constituents cannot afford these long processing times.

I understand that the IRS faces significant challenges in the aftermath of COVID-19 and staffing challenges, and I look forward to working with my colleagues to help get the IRS back on track. In the meantime, it is imperative that the TAS improve its service standards so that my caseworkers can effectively help constituents get answers from the IRS. I urge the TAS to:

- Make every effort to improve the processing times for returns;
- Clearly communicate steps congressional offices should take to reduce case processing times;
- Modernize communication procedures between taxpayers, congressional offices, and the TAS; and
- Streamline the process for prioritizing and expediting cases for taxpayers experiencing hardship, especially loss of housing.

I respectfully request answers to the following questions:

1. What is the IRS's plan to fill vacancies at the TAS?
2. What is the IRS's plan to address taxpayers' difficulty in reaching the TAS by phone?

3. What is the status of the implementation of expanded voicemail automation and/or chatbot options to manage high call volumes at the TAS?
4. What is the status of the implementation of digital processing tools such as the Digital Upload Tool for document sharing to provide better service to taxpayers and advocates?
5. What does the IRS need from Congress to ensure that taxpayers' needs are being met?

Thank you for your attention to this matter. We stand ready to work with you on this issue.

Sincerely,



JASON CROW  
Member of Congress